



GOOD SAM RV EMERGENCY ROAD SERVICE
**MEMBER BENEFIT
BROCHURE**



Good Sam

RV EMERGENCY ROAD SERVICE
BY AFFINITY ROAD & TRAVEL CLUB, INC.

FOR 24-HOUR EMERGENCY ROAD SERVICE
FROM THE RV RESCUE SPECIALISTS CALL
TOLL-FREE:



BENEFITS AND SERVICES PROVIDED BY AFFINITY ROAD & TRAVEL CLUB, INC.

WELCOME!

As a member of Good Sam RV Emergency Road Service from Affinity Road & Travel Club, Inc., you are entitled to all the benefits and services that have made this program a leader in RV emergency road service.

Please keep this Member Benefit Brochure in your vehicle at all times, as it explains your benefits and services in detail. Take a moment to familiarize yourself with the program details so you fully understand how it works.

Your membership protects you no matter where you travel in the United States, Canada, Puerto Rico, U.S. Virgin Islands, and Mexico. Our 24-hour, 365-days-a-year call center and network of more than 30,000 independent specialized RV tow, repair, and service providers ensures you have peace of mind wherever and whenever you take to the road.

We are committed to providing you with the superior level of service that you have come to expect.

We are delighted that you are part of our family and wish you happy and safe travels.

Sincerely,



Mark Kupper
Executive Vice President
Affinity Road & Travel Club, Inc.

WELCOME TO GOOD SAM RV EMERGENCY ROAD SERVICE

Your membership gives you emergency roadside protection plus a host of time and money-saving benefits.

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HOW TO GET HELP IN AN EMERGENCY

IT'S AS EASY AS A, B, C.

A. CALL [REDACTED]

Your call is toll-free anywhere in the U.S. (including Alaska and Hawaii), Canada, Puerto Rico, and U.S. Virgin Islands. For service in Mexico only, please call toll-free [REDACTED]. Give the Service Representative your membership number, membership expiration date, and the phone number you are calling from.

B. DESCRIBE YOUR LOCATION AND VEHICLE

Tell us the road name and cross street or highway number and nearest mile marker. Also tell us the model, make and color of your vehicle.

C. DESCRIBE YOUR PROBLEM TO OUR RV-CERTIFIED DISPATCH REPRESENTATIVES

When you call Good Sam RV ERS, know that our representatives are specifically trained to answer questions about RV complexities and how to handle vehicle disablement situations. Explain the vehicle's problem so we can send the proper equipment to assist you. Your RV-Certified Dispatch Representative may ask you to hold while the appropriate local Emergency Service Provider is contacted. We'll confirm the estimated time of arrival and provide you with the information on the Service Provider who is coming to assist you.

IF THE SERVICE DOES NOT ARRIVE BY THE ESTIMATED TIME OF ARRIVAL

OR

IF YOU HAVE BEEN PROMISED A CALL BACK AND HAVE NOT RECEIVED IT IN THE TIME SPECIFIED. . .

We may have had difficulty locating your vehicle and/or reaching you at your phone number.

CALL US BACK AT [REDACTED]

THIS IS NOT AN AUTOMOBILE LIABILITY OR PHYSICAL DAMAGE INSURANCE CONTRACT.

This is not an insurance policy, and does not comply with any financial responsibility law. This is a Member Benefit Brochure for Good Sam RV Emergency Road Service, a motor club program offered by Affinity Road & Travel Club, Inc., which is located at 64 Inverness Drive East, Englewood, Colorado 80112, and is its only place of business. Unless otherwise specifically stated in this brochure, all roadside services and other motor club services provided under this program are provided by Affinity Road & Travel Club, Inc. Except as provided for by law to the contrary in the state where you reside, this Member Benefit Brochure is for informational purposes only and is not intended to be any type of contract.

For only those members residing in the State of Wisconsin, however, this brochure is considered to be a policy used to prescribe in writing the terms of a contract of insurance.

PROTECTION FOR ALL HOUSEHOLD VEHICLES

Good Sam RV Emergency Road Service protects your RV, and all your household cars, minivans, SUVs, pick-ups, motorcycles and boat trailers under one program.

Membership vehicles are limited to one RV and any other eligible non-RV vehicles owned and registered by any person who is part of the membership. Subject to the conditions set forth in this brochure, only the following owned vehicles are included and shall be eligible for the emergency roadside service benefit so long as they are properly licensed and they are used exclusively for personal or recreational purposes (i.e., non-business purposes):

RECREATIONAL VEHICLES (RV):

- Self-contained Motorhomes
- Fifth-Wheel Trailers
- Travel Trailers
- Pop-up Camping Trailers
- Toy Haulers
- Van Campers
- Pick-up Campers

NON-RECREATIONAL VEHICLES:

- Automobiles
- Vans
- Pick-ups, SUVs
- Boat Trailers
- 2-wheel Tow Dollies (designed to carry only Automobiles, Vans, Pick-ups, or SUVs)
- Motorcycles
- Vehicles specifically designed to tow Fifth-Wheel Trailers

A member or associate member must be in possession of the vehicle when the disablement occurs in order to receive any benefits for the disablement event. Membership vehicles include the eligible RV and any other eligible non-RV vehicles owned by any person who is part of your membership as provided for in this brochure.

GOOD SAM RV EMERGENCY ROAD SERVICE

Your Good Sam RV Emergency Road Service (ERS) membership (hereinafter collectively the “membership”) provides all of the services described in this Member Benefit Brochure for the total cost of your annual enrollment. There is no additional charge. Your Good Sam RV ERS benefits become active 24 hours after approval of your payment. At the end of the term, your membership may be renewed for an additional year and will remain active upon approval of your membership renewal payment.

The purpose of the Good Sam RV ERS program is to provide roadside assistance, in the event of a disablement of any vehicle in the possession of either you or any allowable family member under this program, which is required to enable that vehicle to either proceed safely under its own power, or to be towed to the nearest professional service center for repair. This benefit is not intended to be used in lieu of routine maintenance or needed repairs on your vehicle.

MEMBERSHIP CARD

Please keep your membership card on hand at all times.

Your card bears the TOLL-FREE numbers to call when you need Emergency Road Service or Emergency Medical Referral Service. The membership and membership card are issued in the name of the member.

A new card is issued annually with each renewal notice of your membership unless not renewed by either the Motor Club or the member.



SPOUSE AND CHILDREN PROTECTION

The Good Sam RV ERS benefits described in this brochure are non-transferable and will be provided only to the member or associate member. For purposes of this brochure, an “associate member” is the member’s family consisting only of the member’s spouse or domestic partner (i.e., one of two adults residing in the same household) and any dependent children no more than 25 years old living in the same household or attending college.

24-HOUR EMERGENCY ROADSIDE ASSISTANCE

You can call toll-free, 24 hours a day, 365 days a year. We network with more than 30,000 independent specialized RV tow, repair, and service providers who have the specific heavy-duty gear and the knowledge to take care of any roadside emergency. One quick call takes care of everything – from towing to changing a flat tire to emergency fuel delivery and so much more, as provided for in this brochure.

TOWING SERVICE

Our 24-hour, 365-days-a-year dispatch center is available with one toll-free call. There are no pre-set mileage or dollar limits. When you call for service, Good Sam RV ERS pays 100% of the towing fees for the delivery of your vehicle to the nearest independent professional service center capable and willing to repair your vehicle. However, you must request disablement assistance through our telephone dispatch center within 24 hours of the disablement. If you make any request for your vehicle to be taken to a location other than the nearest professional service center, including your home, the mileage fee (for the extra distance only) will be at your expense.



If you request to be towed to a location other than the nearest professional service center, as described above, you will not be entitled to any additional towing services for the same disablement. A request for a tow to your home would also require additional payment if that distance exceeds the distance to the nearest professional service center.

Note that service providers and facilities referred to members by Affinity Road & Travel Club, Inc. (ART) are independent businesses neither owned, controlled nor operated by ART. The responsibility for damage, loss, or unsatisfactory workmanship lies solely with the service providers and facilities providing the service, rather than with ART. In some instances, members may find it beneficial to utilize towing services provided by their vehicle warranty, rather than the motor club services.

Subject to the provisions of this brochure, towing services are also provided for membership-owned vehicles which become disabled as a result of a collision.

Note: Fees for services that you hire on your own are not reimbursable.

RV CONCIERGE SERVICE

While traveling, call [REDACTED] and a live concierge agent will assist in:

- Locating: RV Repair Facilities, RV Parts Facilities and Retail Stores, Service Facilities, Fuel Locations, Dump Station Locations, and other points of interest to RVers such as Rest Stops
- Helping locate lodging (including Campgrounds and RV Parks)
- Offering a list of the nearest restaurants
- Pointing out National Parks and Historic Sites
- Emergency Message Relay Services



FLAT TIRE SERVICE

A service technician will replace a flat tire with your inflated spare, or we'll tow your vehicle to the nearest professional service center. **Note: Does not include seasonal tire changes.**

BATTERY SERVICE



If your vehicle's battery is dead, our service technician will attempt to jump-start your vehicle. When appropriate and at the member's discretion, if a replacement battery is required, we will attempt to locate and install a new battery. The member is responsible for the retail cost of the battery and all parts and labor charges necessary to install the new battery. If the vehicle cannot be started, towing will be provided (see p.7 "Towing Service").



EMERGENCY FUEL AND FLUID SERVICE

If the member's vehicle runs out of fuel, a limited supply of fuel will be delivered to enable the member to reach the nearest fueling station (up to 5 gallons). Other essential fluids needed to enable continued safe operation will also be made available, including anti-freeze, transmission fluid, differential and transfer case lubricant. **Note: Delivery does not include cost of fuel and fluids.**

LOST KEY/LOCK OUT SERVICE

Locked out of your vehicle? Lost your key? One simple toll-free call and we will dispatch a pre-paid locksmith to you immediately to get you back in your vehicle – wherever you happen to be.

RV ROADSIDE MECHANICAL REPAIRS

If necessary and whenever possible, depending on the disablement, there may be a local mobile mechanic available that can perform minor repairs or adjustments to your vehicle. In these situations, we'll attempt to bring a mobile mechanic to your location as an alternative to towing your vehicle. You are responsible for the cost of parts and labor.

PROTECTION IN THE U.S., CANADA; PUERTO RICO, U.S. VIRGIN ISLANDS AND MEXICO

The Services outlined in this brochure will be provided for disablements occurring anywhere in the U.S. (including Alaska and Hawaii), Canada; Puerto Rico, U.S. Virgin Islands and Mexico. In Mexico, the Good Sam RV ERS dispatch phone number for service is toll-free [REDACTED]

In Puerto Rico, U.S. Virgin Islands and Mexico, Good Sam RV ERS provides towing and roadside dispatch for disablement services (as described within this brochure) rendered up to a maximum of \$1,000 for any one-year term of membership.

TRIP INTERRUPTION ASSISTANCE¹

You're eligible for reimbursement for the cost of meals, lodging and car rental if your vehicle is disabled due to a collision with another vehicle more than 100 miles from your home. You'll get reimbursement for all your eligible expenses, up to \$150 a day for up to eight consecutive days (up to \$1,200 total). You are eligible to receive reimbursement for one disablement event per membership year.

Covered expenses include:

- Reasonable expenses for meals
- Lodging (campground/hotel/motel)
- Car rental

(Continued on p. 10)

TRIP INTERRUPTION ASSISTANCE RESTRICTIONS

You may be eligible for Trip Interruption Assistance benefits if you are in a collision with another vehicle.

DISTANCE: The collision must have occurred more than 100 miles (based upon actual mileage of the most direct route) from your registered permanent address.

REIMBURSEMENT LIMITS: Reimbursement for meals, lodging and car rental are subject to a maximum collective daily limit and a single event maximum collective limit.

DAILY LIMIT: The total maximum daily reimbursement for all trip interruption expenses is \$150 collectively.

SINGLE EVENT MAXIMUM BENEFIT LIMIT: The maximum daily limit of \$150 may be reimbursed to you until the vehicle is repaired, for up to eight (8) consecutive days.

This benefit will only be allowed for one qualifying collision event for any one-year term of membership. To receive this benefit, your vehicle must either be disabled and unable to be driven or towed by your tow vehicle for more than 24 hours as a result of a collision with another vehicle. This benefit does not apply if your vehicle is disabled due to a mechanical failure. Benefits begin after the initial 24-hour period (from the time of the collision) has elapsed.

There is no benefit if, as a result of the collision, your insurance carrier deems your vehicle a total loss.

The original repair order indicating your vehicle VIN number, license number, nature of the disablement, and corrective action taken to repair vehicle must be submitted with a letter of explanation and original receipts for all related expenses within 21 days of the actual disablement caused by the collision.² You must provide an original police report (accident report), and photographs of the damage to your vehicle, when you submit your reimbursement request.

SUBMIT REQUESTS FOR TRIP INTERRUPTION ASSISTANCE REIMBURSEMENTS TO:

**Trip Interruption Assistance Administration
P.O. Box 6850, Englewood, CO 80155-6850**

¹In those states where required by law, the Trip Interruption Assistance benefit referenced in this brochure is provided by Virginia Surety Company, Inc. (175 W. Jackson Blvd., 11th Floor, Chicago, IL 60604) under the Group Policy provided by Virginia Surety Company, Inc. to the members of this motor club program at no additional cost. Complete provisions pertaining to this Plan are contained in the Group Policy which may be obtained directly from Virginia Surety Company, Inc. The provisions of the Group Policy shall govern in the event of any conflict it may have with any of the provisions set forth in this brochure. (**Note to Tennessee residents:** Residents of Tennessee are not entitled to any Trip Interruption Benefits described herein.)

²With respect to members residing in the State of Wisconsin only, the submission of receipts and other documents required to support any request for Trip Interruption benefits should be submitted as soon as reasonably possible or within 90 days after the actual disablement and failure to provide notice may be grounds for denying such request.

EMERGENCY MEDICAL REFERRAL SERVICE

Good Sam RV Emergency Road Service also provides you with Emergency Medical Referral Service, which covers you and your family when you need help with a medical or personal emergency associated with sudden illness or accident while traveling.

SERVICES PROVIDED:

- Emergency Medical Referral Service
- Directions to requested medical, dental, or legal help
- Assistance replacing lost prescriptions
- Emergency cash advances (up to \$250 with a valid credit card)
- Advance medical payments (up to \$5,000 with a valid credit card)
- Assistance in making emergency travel arrangements
- 24-hour emergency message service to family or friends
- Help locating lost items – luggage, documents, etc.
- Assistance in making arrangements for pet care, transport or safe return
- Language interpretation/translation assistance

Note: Member is responsible for cost of any contracted or arranged services.

The Emergency Medical Referral Service benefit referenced herein is provided courtesy of OnCall International (Salem, New Hampshire) to all members of Good Sam RV ERS at no additional cost. OnCall International is an independent business neither owned, controlled, nor operated by ART. The responsibility for referrals provided by OnCall International lies solely with OnCall International rather than with ART.

FOR EMERGENCY MEDICAL REFERRAL ASSISTANCE CALL TOLL-FREE



REPAIR SERVICE DISCOUNTS



Good Sam RV ERS members get 10% off on parts and labor (up to \$100) per repair service and only if purchased from AAMCO Transmission Centers:

- Transmission
- Driveshafts
- Speed Sensors
- Oil Changes
- FREE TranScan/Protect Check®
- Warranty automatically extended to 12 months, 24,000 miles (whichever comes first)
- Driveline
- Rears
- Clutches
- Brakes
- Axles
- Seals
- CV Boots
- Non-Trans/
Non-Driveline Repairs

Give your RV or car the most complete transmission check in the industry (including a \$89.95 value electronic scan) FREE.

For more information about AAMCO's discount program call the Fleet Department at [REDACTED]. Call [REDACTED] or visit www.aamco.com for a location near you.

SERVICE LIMITATIONS

The Good Sam RV Emergency Road Service program does not service or offer reimbursement for the cost of parts (including keys), fuel or labor for repairs or installation of replacement parts. Other exclusions include expenses resulting from calls from cellular phones, storage charges, delays or displacement, or clean-up. Unless expressly listed in this benefit brochure, expenses incurred for hotels, meals, campgrounds, car rentals, taxi fare or airfare while your vehicle is disabled or being repaired are not included.

VEHICLES NOT COVERED BY THE GOOD SAM RV ERS PROGRAM INCLUDE BUT ARE NOT LIMITED TO:

- Rented, stolen, vandalized, or impounded vehicles.
- Utility trailers, animal trailers and vehicles used to transport show animals.
- Vehicles located outside the United States, Canada, Puerto Rico, U.S. Virgin Islands and Mexico.
- Vehicles in a repair facility, off-road area*, sand beach area, or any unattended, unlicensed, or abandoned vehicles.
- Commercial/business vehicles and trailers (including but not limited to limousines), vehicles specifically designed for commercial or business purposes. Vehicles licensed commercially or in a business name.
- Non-commercial/business vehicles which are not exclusively designed for non-commercial or business purposes.

*An off-road area is defined as an area OFF of any of the following: hard-packed or graded dirt public road, paved street, driveway, parking lot, highway, freeway, expressway or adjacent shoulder.

NO BENEFITS OR SERVICES ARE PROVIDED:

- In connection with driving or riding in any other vehicles other than membership owned vehicles.
- As a result of acts of God or nature (e.g., floods, hurricanes, tornadoes, earthquakes), fire, vandalism, and snow removal.
- For vehicles with pre-existing mechanical disablement conditions.

For each disablement event under this agreement, member is entitled to a maximum of two hours of either Towing Preparation Services or Recovery Services. Towing Preparation Services include any of the following services: winch-out, extrication services, and preparation for towing. Recovery Services include winch-out or extrication services to allow the vehicle to proceed safely under its own power. However, if disablement is caused solely by an accumulation of snow by any means, the member will not be entitled to any Towing Preparation Services or Recovery Services in regard to such disablement.

IMPORTANT NOTES

This brochure is intended to supersede any and all brochures or other advertising material previously issued pertaining to this motor club program, and such brochures and other advertising material are null and void. The provisions of this brochure are effective as of the initial date of your membership. However, the Good Sam RV Emergency Road Service program benefits, services, prices, policies and procedures are subject to change without notice by posting them on the program website at www.GoodSamERS.com, and such changes shall be effective for you upon earlier of either the date of your next renewal of membership or your membership anniversary. Further, if any law in any State makes any of the provisions herein unlawful, those provisions shall not apply to those residents in that State. At their discretion, law enforcement officers may radio for a non-program emergency service provider. If this happens, please call for reimbursement information. Towing or disablement service charges may also be eligible for reimbursement when a law enforcement officer requests those services from a non-program provider in the event that your vehicle breaks down on a limited access or toll road. All claims must be submitted with original paid receipt and letter of explanation within 90 days of incident for consideration of reimbursement. To receive the services provided under this program, you must call our toll-free phone number: [REDACTED]. Only active members are eligible for Good Sam RV Emergency Road Service benefits. Fees for services obtained independently of the Good Sam RV Emergency Road Service program will not be reimbursed unless specifically provided for in this brochure. A request for reimbursement will only be considered so long as it is provided for in this brochure. Note: Fees for services that you hire on your own are not reimbursable.

Membership is continuous and will be automatically renewed to your credit card or invoiced to your address at the then current rate in effect.





Good Sam

RV EMERGENCY ROAD SERVICE
BY AFFINITY ROAD & TRAVEL CLUB, INC.

QUICK REFERENCE GUIDE

FOR 24-HOUR EMERGENCY ROADSIDE ASSISTANCE
SERVICE DISPATCH IN THE U.S.,
CANADA, PUERTO RICO AND U.S. VIRGIN ISLANDS:

CALL [REDACTED]

FOR 24-HOUR EMERGENCY ROADSIDE ASSISTANCE
SERVICE DISPATCH IN MEXICO:

CALL [REDACTED]

FOR SPEECH AND HEARING IMPAIRED:

CALL [REDACTED]

FOR CUSTOMER SERVICE OR INFORMATION:

CALL 1-800-842-5351

6:00 a.m. to 7:00 p.m. Mon. - Fri.

8:00 a.m. to 4:30 p.m. Sat. (MT)

To submit claims:

Call [REDACTED] for instructions

For Emergency Medical Referral Services:

Call [REDACTED]

For general inquiries, change of address, etc.:

Good Sam RV Emergency Road Service
P.O. Box 6888, Englewood, CO 80155-6888

To pay membership dues:

Good Sam RV Emergency Road Service
Affinity Road & Travel Club, Inc.
P.O. Box 6885, Englewood, CO 80155-6885

Website: www.GoodSamERS.com

Alternate office addresses:

IN WYOMING:

1720 Carey Ave, Cheyenne, WY 82001

IN WISCONSIN:

8040 Excelsior Dr, Suite 200, Madison, WI 53717

IN NEVADA:

311 S. Division St., Carson City, NV 89703

IN LOUISIANA:

5615 Corporate Blvd., Suite 400-B, Baton Rouge, LA 70808

MONEY-BACK GUARANTEE

You must be satisfied with Good Sam RV Emergency Road Service or you can cancel within 30 days of joining to get a complete refund of your paid dues.